

Tips, Tricks, and Troubleshooting

Macintosh IMAP clients: Outlook Express and Netscape Communicator

This document will be updated as new questions are resolved.

Configuration Considerations

- Increase the memory partition of Outlook Express to 6 MB.
- Increase the disk cache to 2048K under the Memory Control Panel.
- Outlook Express needs swap space on your computer's hard disk. How much free space is available on your disk?

Emptying the Cache

- *Outlook Express:* from the Tools menu, choose Empty Cache, Empty Entire Cache. This only removes the local copies of IMAP messages and does not affect the original messages on the IMAP server. Click Yes. Highlight your IMAP account in the left hand column. From the View menu, choose Get Folder List.
- *Netscape:* Quit Netscape. Locate this folder on your Mac:
System Folder/Preferences/Netscape f/IMAPmail/imapserver.fnal.gov
The contents of the folder is the cache for each IMAP folder. Drag them all to the trash. Re-launch Netscape. Open the Message Center. All of your folders should be listed there. Close the Message Center and the folders will now be available. As you open each folder, the headers will be downloaded to the Mac.

Printing from Outlook Express is Black

- This may be caused by a user not having the printers "setup" in the Chooser or by corrupt LaserWriter 8 prefs.
- You'll know if the queue has been setup by checking if there is a small icon just to the left of the queue name in the Chooser. If there isn't, click either "setup" or "create". (The button that appears depends on the version of the operating system.) Some operating systems have desktop printers; many do not. It doesn't make any difference as long as there is an icon to the left of the printer in the Chooser.
- If the printers are setup in the Chooser, the LaserWriter 8 prefs are likely corrupt. Locate the LaserWriter 8 prefs file in the System Folder/Preferences folder. Drag it to the Trash. Empty the Trash. Open the Chooser and re-select the printer, doing a setup or create to get the small icon next to the queue name.

Returning a vacation message

- If your IMAP account doesn't return your vacation message, after you properly set it up, send a message to postmaster@fnal.gov. The first IMAP accounts did not have a particular bit set and that's what causes the problem. The postmaster can easily fix this.

Not Receiving New IMAP Mail in Netscape

- If you read your IMAP mail through Netscape and you are not receiving any new mail, the Netscape Preferences file is likely corrupt.
- Go to the Edit menu and select Preferences. Write down the current configuration of each part as you'll need to type that in later.
- Open the System Folder/ Preferences/Netscape f folder (older versions of Netscape) Open the System Folder/Preferences/Netscape Users/username (newer versions of Netscape). Drag the Netscape Preferences file to the Trash. When you re-launch Netscape, a new Netscape Preferences file will be created.
- Go to the Edit menu and select Preferences. Using the information that you wrote down earlier, configure these preferences. Try logging in to your IMAP account again.

INBOX opens slowly

- File as many messages as possible. Performance slows down if there is more than 20 messages in the INBOX.

No Forwarding of IMAP mail

- IMAP mail cannot be automatically forwarded. This change was made to prevent a recurrence of a serious problem that caused disruption of mail delivery for the entire Lab.

Characters with special meaning in DOS....do not use them in folder names in IMAP

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Wrong Time Stamp in Netscape

- Quit Netscape. Check the Date and Time Control Panel on your Mac. Verify that the correct time zone has been chosen.

Date of a Message in Netscape

- No date is put on a message until a full week has passed. If there is no date, the message can't be more than a week old.

Netscape Address Book Sort

- The Netscape address book is sorted by the first character of the first name. On a Mac this cannot be changed.
 - If you want your address book sorted alphabetically by Last Name, use this workaround: enter the Last Name of the user in the Nickname column and then sort the address book on that field.

Printing and Viewing Long Lines in Netscape

- While logged in to your IMAP account using Netscape, select a message. From the View menu, select the "Wrap Long Lines" choice.

Spell Checker in Outlook Express

- There is no spell checker available in Outlook Express until Office 98 for the Mac is installed. Office 98 for the Mac runs only in a PowerMac.

Outlook Express....wrong number of new messages in the INBOX

- If the INBOX number in parentheses is different than the number of new messages that you see in bold, first Uncheck the "Hide Deleted IMAP messages" choice in the General preferences.
- Look for messages that are still bold or messages still in the envelope. These messages will have a line through them, indicating that you deleted them. The problem comes when you open a message and delete it very quickly. The server knows it is a new message but the server doesn't have enough time to know that it has been read and then deleted.
- Open the message again.

Conserving disk space on the IMAP servers

- Each user gets 20 MB of IMAP server disk space. To save IMAP server disk space, retrieve enclosures, then delete the entire mail message. If you must keep the mail message with its enclosure, file messages with enclosures on your local Mac. However, be aware that your Mac is probably not backed up.

Compressing IMAP folders

- This should increase the speed of opening and closing folders.

Outlook Express: From the Tools menu, choose Compact All Local Folders.

Netscape : From the File menu, choose Compress This Folder. Then select another and compress it. Each folder must be compressed, one a time.

Outgoing Messages with Bad Addresses

Messages with all on-site addresses

- If the addresses in the 1st hop of the messages are all good, the message is sent (ex. if all addresses are good username@fnal.gov, the message is sent.) If there is a bad address in the 2nd hop, the message for that user is returned to the sender. Nothing is held in the Outbox.
- If there is a bad address in the 1st hop, the message does NOT go to anyone and remains in the Outbox.
- Subsequent messages are also held up in the Outbox until the problem message is resolved